

Philosophy

Having both a full-time job and a full-time personal life can be tough sometimes, and balancing the demands of each can be a real challenge. That's why we created our EAP or Employee Assistance Program.

Our goal is to help you and your family cope with problems that affect your well-being, whether they stem from work or from home. The idea is to improve your quality of life, by creating a better work and life balance.

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COPE
incorporated

workplace assistance program
employee assistance program

Contact COPE at 202.628.5100
or toll-free at 1.800.247.3054
call for other office locations
www.cope-inc.com

Comments from some who have used COPE services

"The counselor was easy to talk to. It helped me see my situation more clearly so that I could decide what to do."

"COPE helped me improve my relationship with my supervisor and that probably saved my job."

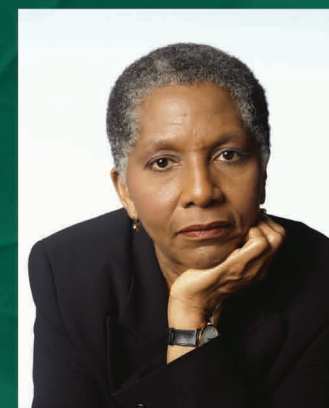
"The 24 hour access line to COPE is a great help. It was a relief to talk to a real person when I called to make an appointment."

"I recommend COPE to other employees. I feel very enthusiastic about just exploring my options with a professional."

"The counselor was very caring about what was going on in my life and I thank her for that. Keep up the good work."

"This counselor was my coach. I figured out my goals and went for it."

work & life employee assistance



Workplace Assistance
Provided by

COPE
incorporated

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1120 G Street, NW
Suite 550
Washington, DC 20005
202.628.5100
toll-free: 800.247.3054
fax: 202.628.5111
TTY: 202.628.7644

The EAP can help you with:



relationship problems

— at home

marital/couples

children & adolescents

— at work

coworkers & supervisors



family life transitions

separation & divorce

illness & loss

school problems

work/family balance

child & elder care needs



health & mental outlook

depression & anxiety

grief & loss

alcohol & drug abuse

life stresses



consultation & referrals

financial & legal consultations

low-cost resources which

supplement insurance benefits

government agency services

on-site crisis intervention

A place to turn for help

Available when you have a personal problem of any kind, COPE offers confidential problem assessment by one of our professional counselors. These consultations are one-on-one, face-to-face meetings, which may be held either at your workplace or at COPE's offices, and scheduled at your convenience. Urgent situations are scheduled as soon as possible.

The counselor's goal is to help you with practical, short-term problem solving, and to offer referral services when a longer-term solution is needed. As experienced, licensed, and credentialed mental health workers, our counselors know how to listen, and how to offer guidance objectively.

The consultations are free of charge for you, as well as for your spouse/significant other and dependent children 18 years of age and older. In the case of younger children, our counselors will be happy to meet with you and your spouse, offer guidance, and make an appropriate referral.

How to reach COPE

Just call us. Our regular hours are 8:30 a.m. to 5:30 p.m., Monday through Friday. Our lines are open 24 hours a day, 7 days a week. Any time you phone, your call will be answered by a person - never an answering machine. Please leave a time and number where you can be reached. You can remain anonymous, if you wish, but this will limit what the counselor is able to do for you.

If your need is urgent, you must say so when you call. Leave more than one contact number if you cannot stay by the phone. *If the situation is life-threatening*, call 911 for immediate help. When medical intervention is necessary, get to an emergency room as soon as possible. Our job will be to provide follow-up assistance as appropriate.



Why people use COPE

Our counselors help people with everyday problems in living. Among these are emotional, marital or family problems, other relationship stressors, depression, anxiety, alcohol or drug misuse, workplace difficulties and legal, financial and dependent care issues. We will coordinate referrals with your health insurance coverage.

Confidentiality

All of COPE's EAP services are subject to professional rules and regulations which enforce confidentiality. The legal limits of these will be explained by your counselor. In general, discussions between you and the counselor are and remain your private business.

If you are referred to COPE by your employer, your counselor may ask you for permission to speak with your supervisor about work-related issues. The nature of any personal problems will not be discussed without your specific permission.



cut here and save for reference

COPE

incorporated

For more information or immediate assistance, call:

Local: 202.628.5100

TTY: 202.628.7644

Fax: 202.628.5111

COPE offers Pacific Interpreters' services